



Steven L. Beshear  
Governor

**CABINET FOR HEALTH AND FAMILY SERVICES  
DEPARTMENT FOR MEDICAID SERVICES**

275 E. Main Street, 6W-A  
Frankfort, Kentucky 40621  
www.chfs.ky.gov

Janie Miller  
Secretary

**Neville Wise**  
Acting Commissioner

October 21, 2011  
RE: Transition of Care  
General Provider Letter # A- 86

Dear Medicaid Provider,

This letter is intended to provide additional information and guidance relating to the transition of care for Medicaid members who will be enrolled in managed care beginning November 1, 2011.

As you are aware, on November 1, 2011 most Medicaid services provided to Medicaid members will be coordinated through three new Managed Care Organizations (MCOs), including CoventryCares of Kentucky, Kentucky Spirit Health Plan and WellCare of Kentucky. You can check a member's MCO for services effective November 1, 2011 using the KYHealth Net or automated voice response system at (800) 807-1301. **Beginning on October 27, 2011 the MCO may be contacted for any Prior Authorization (PA) requests for dates of service on or after November 1, 2011 for Medicaid Managed Care members.** Enclosed is PA contact information for each MCO that may be posted in your office or facility in a convenient location. Requests for PAs for services needed before November 1, 2011 should continue to be requested under current procedures.

For services initiated prior to November 1, 2011 and for which the Department for Medicaid Services (DMS) has already issued a PA, the MCO will honor the DMS PA for 30 days from November 1, 2011 thru November 30, 2011. The MCO will be responsible to contact you to discuss its transition of care plan for members with an existing Medicaid PA. If the MCO does not contact you, the existing DMS PA will be honored until it expires. Further, if a Medicaid member is receiving services from a facility or provider type, which is reimbursed by DMS using a Diagnosis-Related Group (DRG) payment methodology at the time of MCO enrollment, DMS will continue to reimburse for all covered services until the member is discharged from the facility or provider. However, if an MCO member is receiving services from a facility or provider type, which is reimbursed on a per diem basis, DMS will cease making per diem payments at midnight on October 31, 2011. For Medicaid members who remain in the Medicaid fee-for-service program on and after November 1, 2011, you should continue to obtain PAs for services as you have in the past.

We appreciate your continued service and support during this transition period. If you have any questions regarding this letter, or have additional questions, please contact the Department for Medicaid Services at (800) 635-2570.

Sincerely,

Neville Wise  
Acting Commissioner

Enclosures (1)

Prior Authorization Contact Information for Kentucky  
Medicaid Managed Care Organizations (MCOs)

**CoventryCares of Kentucky**

Behavioral Health (MHNet)  
PA Phone # (888) 604-6106  
PA Fax - N/A

Chiropractic (American Specialty Health)  
PA Phone # (888) 511-2743  
PA Fax - N/A

Dental (Avesis)  
PA Phone # (855) 214-6776  
PA Fax # (866) 653-5544

Pharmacy (Medco)  
PA Phone # (877) 215-4100  
PA Fax # (866) 738-9682

Medical Services (including Radiology):  
PA Phone # (888) 725-4969  
Fax # (855) 454-5579

**Kentucky Spirit Health Plan**

Provider Services  
PA Phone # (866) 643-3153 TDD/TTY (855) 790-3153

Behavioral Health (Cenpatico)  
PA Phone # (866) 643-3153 backup (855) 790-5056  
Fax (866) 694-3649

Dental (MCNA)  
PA Phone # (866) 643-3153  
Fax (954) 730-7875

Medical Services PT, OT, ST (STRS)  
PA Phone # (866) 643-3153  
Fax (866) 694-3649

Pharmacy (US Script)  
PA Phone # (866) 399-0928 backup (866) 399-0928  
Fax (866) 399-0929

Vision (Opticare)  
PA Phone # (866) 643-3153 backup (800) 465-6972  
Fax (252) 451-2133  
High Tech Radiology CT/CTA, MRI/MRA, PET, Scan (NIA)  
PA Phone # (800) 318-7508  
Web [www.RadMD.com](http://www.RadMD.com)

## WellCare of Kentucky

### Behavioral Health (WellCare)

Urgent authorizations (855) 620-1861

Authorization Request Submissions Fax (877) 544-2007

### DME Services (WellCare)

PA Phone # (877) 389-9457 follow prompts \* urgent requests only

Fax (877) 338-3713

### Home Health Services (WellCare)

PA Phone # (877) 389-9457 follow prompts \* urgent requests only

Fax (877) 338-3660

### Inpatient Services

PA Phone # (877) 389-9457 follow prompts \* urgent requests pre-planned admits

Fax (877) 431-8860

### Pharmacy Services (CatalystRx)

PA Phone # (877) 389-9457

Including after-hours and weekends

### Provider Services

PA Outpatient Phone # (877) 389-9457 follow prompts \* urgent requests

FAX (877) 431-0950

### Radiology Services (CareCore National all places of service Advanced Radiology)

Urgent Authorizations and Provider Services (888) 333-8641

Outpatient Authorization Request Submissions Fax (866) 896-2152

### Skilled Therapy Services (WellCare)

PA Phone # (877) 389-9457

Fax (877) 709-1698

### Prenatal Notifications FAX (877) 544-2007

*\*Urgent* Authorization Requests and Admission Notifications

Phone (877) 389-9457 and follow the prompts.